

**SQS program - Massachusetts Electric - Summary results (Proforma 2000 & 2001)**

M.D.T.E. Dockets No. 99-47 and 01-71

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Year 2000 (May 1 to December 31)	Guideline Program		Actual Calendar Year Results	Performance results					(Penalty) or
	(est \$M)			2 Std Dev 1 Std Dev Mean 1 Std Dev 2 Std Dev (max penalty) Worse Average Better (max offset)	Offset (\$M)				
	%	Max Penalty							
	allocation	or Offset							
Reliability - Frequency	22.5%	1.90	1.150	1.358	1.264	1.170	1.076	0.982	0.00
Reliability - Duration	22.5%	1.90	87.69	93.21	87.89	82.57	77.25	71.93	0.00
Lost Time Accident Rate	10.0%	0.85	1.54	2.19	1.91	1.63	1.35	1.07	0.00
Customer Service - Calls Answered w/in 20 sec	12.5%	1.06	78.4%	65.3%	68.6%	71.9%	75.2%	78.5%	1.03
Customer Service - DTE Cases/1,000 Customers	5.0%	0.42	0.77	1.31	1.15	0.98	0.81	0.65	0.17
Customer Service - Billing Adjustments	5.0%	0.42	37.30	41.70	33.52	25.34	17.16	8.98	(0.23)
Customer Service - Service Appts Met	12.5%	1.06	n/a						n/a
Customer Service - % of Meters Read	10.0%	0.85	94.2%	85.8%	88.5%	91.2%	93.9%	96.6%	0.26
Maximum Penalty or Offset	100.0%	8.46						Total	1.23
634,493,525 T&D revenue - calendar 2000									
2%									
12,689,871 Max Penalty/Offset (annualized)									
8,459,914 Prorated for the 2000 period (May 1 to Dec 31, 2000)									

Calendar Year 2001	Guideline Program		Projected Calendar Year Results	Performance results					(Penalty) or Offset (\$M)
	(est \$M)			2 Std Dev (max penalty)	1 Std Dev Worse	Mean Average	1 Std Dev Better	2 Std Dev (max offset)	
	%	Max Penalty							
	allocation	or Offset							
Reliability - Frequency	22.5%	2.93	1.174	1.330	1.248	1.166	1.084	1.002	0.00
Reliability - Duration	22.5%	2.93	106.03	93.89	88.74	83.59	78.44	73.29	(2.93)
Lost Time Accident Rate	10.0%	1.30	2.60	2.11	1.86	1.61	1.36	1.11	(1.30)
Customer Service - Calls Answered w/in 20 sec	12.5%	1.63	54.3%	65.1%	69.3%	73.5%	77.7%	81.9%	(1.63)
Customer Service - DTE Cases/1,000 Customers	5.0%	0.65	1.07	1.30	1.13	0.96	0.79	0.62	0.00
Customer Service - Billing Adjustments	5.0%	0.65	25.22	44.25	35.58	26.92	18.26	9.60	0.00
Customer Service - Service Appts Met	12.5%	1.63	n/a						n/a
Customer Service - % of Meters Read	10.0%	1.30	83.1%	86.3%	89.0%	91.7%	94.4%	97.1%	(1.30)
Maximum Penalty or Offset	100.0%	13.00						Total	(7.16)
650,142,559 T&D revenue - 12 months to date 9/30/01									
2%									
13,002,851 Max Penalty/Offset									